

Affected Programs: BadgerCare Plus, Medicaid, SeniorCare, Wisconsin Chronic Disease Program, Wisconsin Well Woman Program

To: All Providers, HMOs and Other Managed Care Programs

ForwardHealth Electronic Claims Submission Deadlines and Holiday Schedule for 2008

ForwardHealth processes electronic claims according to a standard submission schedule. ForwardHealth will be closed for business in recognition of certain holidays occurring in 2008, which will affect Electronic Data Interchange Helpdesk availability. The holiday schedule is provided in this *ForwardHealth Update*.

Electronic Claim Submission Schedule

ForwardHealth processes claims received throughout the week during a financial cycle. The deadlines for submitting electronic claims for the financial cycle are provided in the Attachment of this *ForwardHealth Update*.

ForwardHealth 2008 Holiday Schedule

ForwardHealth will be closed for business in recognition of certain holidays occurring in 2008. Refer to the Attachment for these dates. This year, ForwardHealth will be open Friday, November 28, the day after Thanksgiving.

ForwardHealth will accept electronic claims at any time, including all holidays. To be included in the financial cycle, all electronic claims must be received by:

- 4:00 p.m. on Mondays for Wisconsin Well Women Program.
- 4:00 p.m. on Tuesdays for Wisconsin Chronic Disease Program.
- 4:00 p.m. on Fridays for Wisconsin Medicaid, BadgerCare Plus, and SeniorCare.

Providers who use a vendor or clearinghouse for electronic claims submission purposes should contact them for their holiday schedule.

ForwardHealth Portal

The ForwardHealth Portal is available Monday through Sunday, 24 hours a day, 7 days a week. Services available through the Portal are prior authorization (PA) submission, claim submission, and enrollment verification. The Portal can be accessed at www.forwardhealth.wi.gov/.

Call Center Availability

The following call centers will be closed on the holidays listed on the attached holiday schedule:

- Electronic Data Interchange Helpdesk.
- ForwardHealth Portal Helpdesk.
- Managed Care Ombudsman Program.
- Member Services.
- Provider Services.

The *ForwardHealth Update* is the first source of program policy and billing information for providers.

Wisconsin Medicaid, BadgerCare Plus, SeniorCare, and Wisconsin Chronic Disease Program are administered by the Division of Health Care Access and Accountability, Wisconsin Department of Health Services (DHS).

Wisconsin Well Woman Program is administered by the Division of Public Health, Wisconsin DHS.

For questions, call Provider Services at (800) 947-9627 or visit our Web site at www.forwardhealth.wi.gov/.

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ATTACHMENT

ForwardHealth Electronic Claim Submission and Holiday Schedules

Electronic Claim Submission Schedule	
Program	Deadline for Financial Cycle
Wisconsin Well Woman Program	Mondays by 4:00 p.m.
Wisconsin Chronic Disease Program	Tuesdays by 4:00 p.m.
Wisconsin Medicaid, BadgerCare Plus, and SeniorCare	Fridays by 4:00 p.m.

ForwardHealth Holiday Schedule for 2008		
Date Closed for Business	Day of the Week	Holiday Observed
November 27, 2008	Thursday	Thanksgiving
December 24, 2008	Wednesday	Christmas Eve
December 25, 2008	Thursday	Christmas Day
December 31, 2008	Wednesday	New Year's Eve
January 1, 2009	Thursday	New Year's Day